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Fax

Company: USPTO From: Wendy W. Koba
Attention: Examiner P. Lee Pages including cover sheet: 19
Fax No.: 703-872-9306 Date: January 27, 2004
Re: Serial No. 09/649,974

Urgent Please review Please Comment Please Reply For your information

Case Name: Buffalo et al. 1999-0699
Serial Number: 09/649,974
Filing Date: August 29, 2000
Group Art Unit: 2154
Examiner: P. Lee
Title: Customer Service Maintenance Automation

In response to a non-final office action dated November 27, 2003 attached please find the following documents:

1. Transmittal Form (1 page)
2. Certificate of Facsimile Transmission under 37 CFR 1.8 (1 page)
3. Revocation of Associate Power and Appointment of New Associate Attorney (1 page)
4. Claims As Amended (1 page)
5. Amendment (15 pages)

Respectfully submitted,

Wendy W. Koba
Wendy W. Koba, Esq.

PTO/SB/97 (08-03)

Approved for use through 07/31/2006. OMB 0651-0031
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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Note: Each paper must have its own certificate of transmission, or this certificate must identify each submitted paper.

Revocation of Associate Power and Appointment of
New Associate Attorney
Amendment

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.6 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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